



COMMUNITY SERVICES COMMITTEE AGENDA

Community Services Committee Meeting
Wednesday, October 14, 2020
Tom Davies Square - Council Chamber / Electronic Participation

COUNCILLOR RENE LAPIERRE, CHAIR

Geoff McCausland, Vice-Chair

4:30 p.m. COMMUNITY SERVICES COMMITTEE MEETING COUNCIL CHAMBER / ELECTRONIC PARTICIPATION

City of Greater Sudbury Council and Committee Meetings are accessible and are broadcast publically online and on television in real time and will also be saved for public viewing on the City's website at: <https://agendasonline.greatersudbury.ca>.

Please be advised that if you make a presentation, speak or appear at the meeting venue during a meeting, you, your comments and/or your presentation may be recorded and broadcast.

By submitting information, including print or electronic information, for presentation to City Council or Committee you are indicating that you have obtained the consent of persons whose personal information is included in the information to be disclosed to the public.

Your information is collected for the purpose of informed decision-making and transparency of City Council decision-making under various municipal statutes and by-laws and in accordance with the *Municipal Act, 2001, Planning Act, Municipal Freedom of Information and Protection of Privacy Act* and the City of Greater Sudbury's *Procedure By-law*.

For more information regarding accessibility, recording your personal information or live-streaming, please contact Clerk's Services by calling 3-1-1 or emailing clerks@greatersudbury.ca.

ROLL CALL

DECLARATIONS OF PECUNIARY INTEREST AND THE GENERAL NATURE THEREOF

MEMBERS' MOTIONS

CORRESPONDENCE FOR INFORMATION ONLY

- I-1. Report dated September 16, 2020 from the General Manager of Community Development regarding Housing Services Registry Software Upgrade. **3 - 5**
(FOR INFORMATION ONLY)
(This report provides information regarding the new software system that will be used by Housing Services to manage the Housing Registry.)
- I-2. Report dated September 16, 2020 from the General Manager of Community Development regarding Portable Housing Benefit Pilot Project Update. **6 - 8**
(FOR INFORMATION ONLY)
(This report provides information regarding an internal pilot project undertaken by Housing Services to assist seniors.)
- I-3. Report dated September 25, 2020 from the General Manager of Growth and Infrastructure regarding School Crossing Guard/Traffic Safety Review - Second Avenue at Concession Street, Coniston. **9 - 11**
(FOR INFORMATION ONLY)
(This report provides information regarding a traffic safety review - Second Avenue at Concessions Street in Coniston.)

ADDENDUM

CIVIC PETITIONS

QUESTION PERIOD

ADJOURNMENT

For Information Only

Housing Services Registry Software Upgrade

Presented To: Community Services Committee

Presented: Wednesday, Oct 14, 2020

Report Date: Wednesday, Sep 16, 2020

Type: Correspondence for Information Only

Resolution

For Information Only

Relationship to the Strategic Plan / Health Impact Assessment

This report supports Council's Strategic Plan in the areas of Housing and Create a Healthier Community as it aligns with the Population Health Priorities of Families, Resiliency and Housing. The Housing Services Registry Upgrade replaces obsolete technology used to store data and will allow people to update or make application for community housing online.

Report Summary

This report provides an update on actions undertaken by Housing Services beginning in 2019 to transfer data from Lotus Notes to YARDI Rent Cafe. In addition, with the information stored in the new system, applicant households will have the option of applying for rent-geared-to-income subsidy online, and allow registered applicants to access and update their information online.

Financial Implications

There are no financial implications associated with this report as costs associated with achieving the priorities are included in base operating budgets.

Signed By

Report Prepared By

Jason Nelson
Coordinator of Community Initiatives and Quality Assurance
Digitally Signed Sep 16, 20

Health Impact Review

Jason Nelson
Coordinator of Community Initiatives and Quality Assurance
Digitally Signed Sep 16, 20

Division Review

Cindi Briscoe
Manager, Housing Services
Digitally Signed Sep 16, 20

Financial Implications

Steve Facey
Manager of Financial Planning & Budgeting
Digitally Signed Sep 21, 20

Recommended by the Department

Steve Jacques
General Manager of Community Development
Digitally Signed Sep 22, 20

Recommended by the C.A.O.

Ed Archer
Chief Administrative Officer
Digitally Signed Sep 22, 20

Purpose

The project to upgrade the Housing Services Registry software system was initiated in 2019. The initial system was built using Lotus Notes, an obsolete technology which had limited server support. The transfer of data from Lotus Notes to YARDI Rent Café allows applicant households to apply online for rent-geared-to-income (RGI) subsidy and update their own information as needed. The YARDI Rent Café software will provide online features and functionalities to service applicant households, improve citizen experience, provide for staff efficiencies, automate manual tasks and enable better access to data.

Background

The process of replacing the Housing Registry software system began in 2019 to ensure that the integrity of the data was maintained in a secure platform. The data had been stored in a system that was antiquated with limited features and would eventually not be supported. YARDI was selected as the service provider to maintain Housing Services data in their Rent Café software system. Nearly 80% of Service Managers across the province of Ontario currently use the Rent Café system for their centralized wait list.

There are two phases to the project. Phase I involved the transfer of data from Lotus Notes to Rent Café. Staff from Housing Services and Information Technology worked with the service provider to ensure that all data was accurately and securely transferred. In-depth training on the system was provided this past spring. Registry staff in Housing Services and Community Housing Providers have been working with Rent Café since the launch of the system on June 10, 2020.

Phase II of the project will involve the roll out of the online portal. This will provide applicant households the ability to make application for RGI subsidy and update their own information anytime, anywhere through the use of a computer or hand held device that is connected to the internet. Housing Services is working with Corporate Communications to develop a strategy that will inform the public of this new service. In light of COVID-19, this provides applicant households an opportunity to access their data from home. The launch of the online application is anticipated in the fourth quarter of this year.

To provide the highest level of customer service to people, Housing Services will continue to accept paper-based applications. In addition, two computer terminals will be available in the lobby of the Housing Services office in order for applicant households to view and update their file. Staff are available to assist applicants navigate the system as they learn the new tool.

Next Steps

Housing Services will launch the online portal in the fourth quarter of this year, and continue the modernization of managing the centralized wait list. Staff will communicate the enhanced services to the public. As well, they will support applicants and community housing providers become familiar with the new software

tool and continue to look for ways to modernize the management of the centralized wait list.

Resources Cited

YARDI

yardi.com

For Information Only

Portable Housing Benefit Pilot Project Update

Presented To: Community Services Committee

Presented: Wednesday, Oct 14, 2020

Report Date: Wednesday, Sep 16, 2020

Type: Correspondence for Information Only

Resolution

For Information Only

Relationship to the Strategic Plan / Health Impact Assessment

This report supports Council's Strategic Plan in the areas of Housing and Quality of Life and Place, and Creating a Healthier Community as it aligns with Population Health priorities of Housing, and Mental Health by providing households choice as it relates to subsidized housing.

Report Summary

This report provides an update regarding the two (2) year portable housing benefit pilot project that was approved by the Community Services Committee on June 18, 2018.

Financial Implications

There are no financial implications associated with this report.

Signed By

Report Prepared By

Cindi Briscoe
Manager, Housing Services
Digitally Signed Sep 16, 20

Health Impact Review

Cindi Briscoe
Manager, Housing Services
Digitally Signed Sep 16, 20

Division Review

Cindi Briscoe
Manager, Housing Services
Digitally Signed Sep 16, 20

Financial Implications

Steve Facey
Manager of Financial Planning & Budgeting
Digitally Signed Sep 16, 20

Recommended by the Department

Steve Jacques
General Manager of Community Development
Digitally Signed Sep 21, 20

Recommended by the C.A.O.

Ed Archer
Chief Administrative Officer
Digitally Signed Sep 21, 20

Purpose

The purpose of this report is to provide the committee with an update regarding the two (2) year Portable Housing Benefit Pilot Project that was approved by the Community Services Committee on June 18, 2018.

Background

In 2018, two (2) programs were introduced by the Ministry of Municipal Affairs and Housing under the Portable Housing Benefit Program. The first program is called the Portable Housing Benefit that allows applicant households who are eligible for subsidy to choose where they would like to live. The applicant household receives the subsidy directly and pays the landlord their monthly rental charges. By utilizing the Portable Housing Benefit, Housing Services can decrease the wait time on the centralized wait list especially for one bedroom units. At present, the one bedroom community housing stock does not meet the demographic need reflected in the centralized wait list. This benefit provides an alternative tool for Service Managers to use to provide housing assistance alongside rent-geared-to-income assistance.

The second program is called the Portable Housing Benefit - Special Priority Policy, which is a legislated program and funded through the Ministry of Finance. Applicant households who qualify under the Special Priority Policy (Victims of Domestic Violence) have the opportunity to apply for this subsidy.

Portable Housing Benefit Program

The Portable Housing Benefit (PBH) provides a more flexible and modern form of housing assistance. The Portable Housing Benefit offers:

Increased Choice and Flexibility: A Portable Housing Benefit provides individuals with greater flexibility and choices about where to live.

Consistency and Certainty: A Portable Housing Benefit assists in establishing a simpler, more consistent form of housing benefit right across Ontario, while ensuring local needs are being addressed.

Selection Process: A household is selected from the Centralized Waitlist using the selection system rules of the Housing Services Act, 2011, including provincial and local priority rules. Priority would be given to eligible households seeking a one bedroom unit who have been on the centralized Registry wait list for the longest period of time and have the deepest core need. Households paying in excess of 30% of their total monthly household income are considered in core need of subsidized housing.

The Portable Housing Benefit has created the foundation for an equitable, portable system of financial assistance that encourages social and economic inclusion. A client centered approach allows the benefit to move with the household within the community, giving households the freedom to choose where they want to live. The benefit enables households to retain in year increases in income, and encourages households to live in areas that are best suited to their household needs (education, child care, employment, community, etc.).

The Portable Housing Benefit aligns with the population health target of housing as it has the capacity to bridge the funding of households to meet the needs of vulnerable and underserved populations.

Two (2) year update

A two (2) year municipally run pilot project was launched in September 2018 and provided a portable housing benefit to fifteen (15) households who qualified for rent-geared-to-income subsidy and who were in core housing need. Housing Services had no issues recruiting the fifteen (15) households. They were extremely appreciative to receive the benefit and be able to stay in their existing rental units where they had resided for a number of years.

April 1, 2020, the Ministry of Municipal Affairs & Housing announced the release of a new program called the Canada-Ontario Housing Benefit (COHB), administered through the Ministry of Finance. This program is very similar to the Portable Housing Benefit that was offered by Housing Services. As the City's pilot program was ending in September 2020, recipients of the PHB were contacted and informed of the new provincially funded benefit. Fourteen (14) households were transferred to the provincially funded program. As this was a municipally run program, the lone household was able to be placed back on the centralized wait list with their original application date. Once households were transferred to the new benefit, their application on the centralized wait list was closed.

The provincially funded Portable Housing Benefit - Special Priority Policy (SPP - Victims of Domestic Violence) has not had a great uptake despite all of the marketing that was done for the program. Housing Services has had two (2) applicant households take advantage of this program. Feedback from SPP applicant households and key stakeholders indicated that they felt safer residing in community housing rather than residing in the community in private rental accommodations.

Council's desire for all citizens, especially vulnerable populations, to have access to safe, affordable, attainable and suitable housing options is realized through this type of portable funding. The portable benefit allows households a choice as to where they would like to reside, it reduces the pressure on the centralized wait list while also allowing families to retain a portion of their income to spend on other necessities. Provincial funding for the COHB portable housing benefit will be in place permanently for households who have made the decision to transfer from the Centralized Wait List to the portable benefit, therefore having no impact on the levy.

References

Housing Services Act, 2011, <https://www.ontario.ca/laws/statute/11h06>

MHO - Portable Housing Benefit Report, Community Services Committee, August 21, 2017, <https://agendasonline.greatersudbury.ca/index.cfm?pg=agenda&action=navigator&id=1153&itemid=13318&lang=en>

MHO – Portable Housing Benefit Update, Community Services Committee, June 19=8m 2018, <https://agendasonline.greatersudbury.ca/index.cfm?pg=agenda&action=navigator&id=1263&itemid=14653&lang=en>

For Information Only

School Crossing Guard/Traffic Safety Review - Second Avenue at Concession Street, Coniston

Presented To: Community Services
Committee

Presented: Wednesday, Oct 14,
2020

Report Date Friday, Sep 25, 2020

Type: Correspondence for
Information Only

Resolution

For Information Only

Relationship to the Strategic Plan / Health Impact Assessment

This report refers to operational matters.

Report Summary

At the June 15, 2020 Community Services Committee meeting, Councillor McIntosh and Councillor Kirwan presented a motion (Community Services Resolution CS2020-11) directing staff to delay the removal of crossing guards from the crosswalk at Second Avenue and Concession Street in Coniston, until a traffic and speed study had been completed. The report provides information regarding traffic at the intersection.

Financial Implications

This report was completed within existing approved budget and staff complement.

Signed By

Report Prepared By

Ryan Purdy
Traffic and Transportation Engineering
Analyst
Digitally Signed Sep 25, 20

Manager Review

Joe Rocca
Traffic and Asset Management
Supervisor
Digitally Signed Sep 25, 20

Division Review

David Shelsted
Director of Infrastructure Capital
Planning Services
Digitally Signed Sep 25, 20

Financial Implications

Steve Facey
Manager of Financial Planning &
Budgeting
Digitally Signed Sep 30, 20

Recommended by the Department

Tony Cecutti
General Manager of Growth and
Infrastructure
Digitally Signed Sep 28, 20

Recommended by the C.A.O.

Ed Archer
Chief Administrative Officer
Digitally Signed Sep 30, 20

School Crossing Guard/Traffic Safety Review – Second Avenue at Concession Street, Coniston

Background

At the June 15, 2020 Community Services Committee meeting Community Services Resolution CS2020-11 was passed. This resolution directed staff to delay the removal of crossing guards from the crosswalk at Second Avenue and Concession Street in Coniston, until a traffic and speed study had been completed. The report provides information regarding traffic studies completed at the intersection.

Second Avenue is a secondary arterial road located in Coniston with an annual average daily traffic volume of 5,500 vehicles. The intersection of Second Avenue and Concession Street currently has a school crossing guard for students attending École Notre Dame de la Merci and St. Paul the Apostle Catholic School as shown in Figure 1 below.

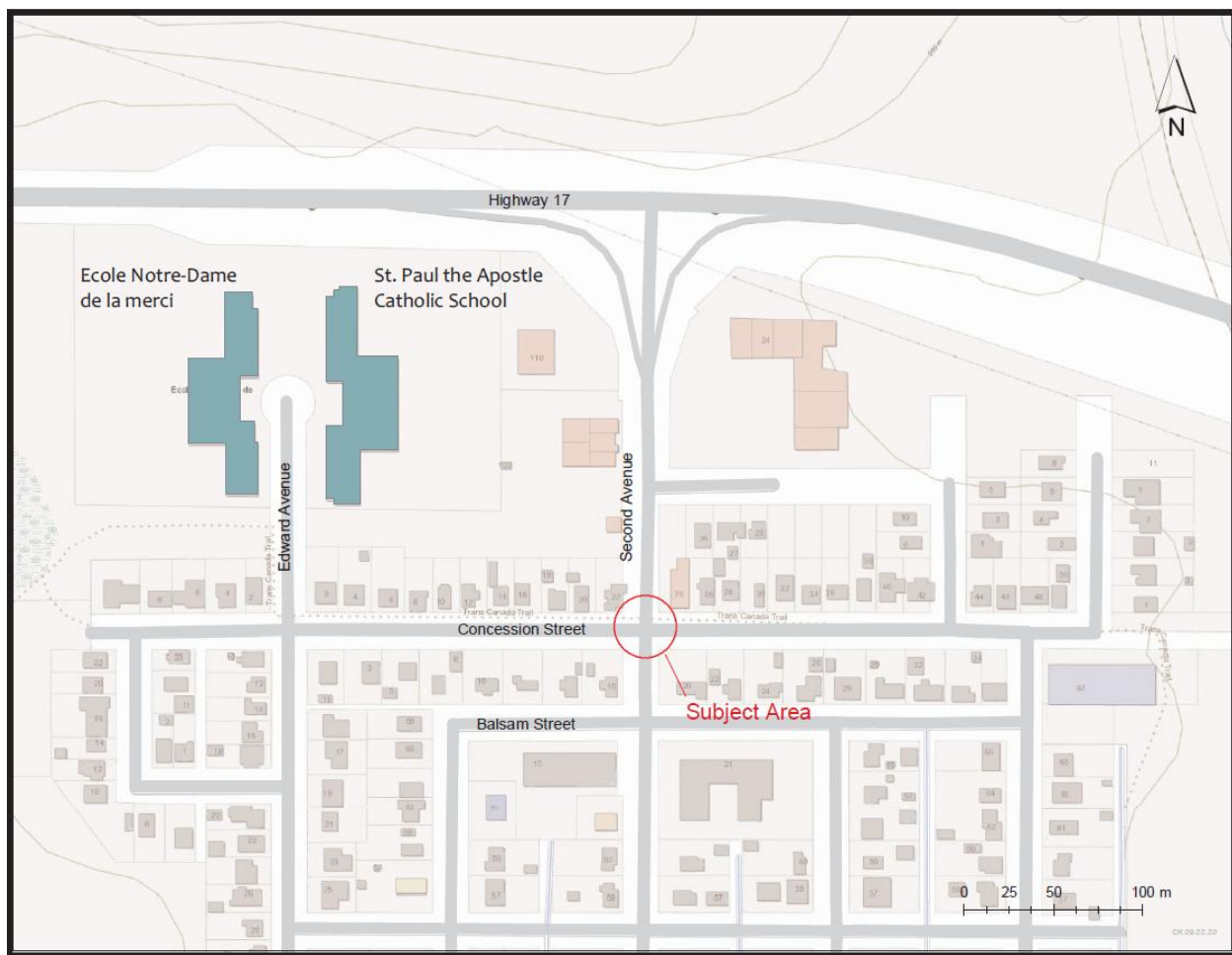


Figure 1: Site Location Map

In 2018, Transportation and Innovation Services conducted traffic studies on Second Avenue between Concession Street and Balsam Street for a 24 hour period as part of the annual traffic study program. These studies included volume, speed and classification studies.

When conducting a speed study, staff looks at the 85th percentile speed. The 85th percentile speed is defined as the speed that 85 percent of drivers will drive at or below. The results of the speed study on Second Avenue shows the 85th percentile speed to be 52 km/h.

A classification study looks at what types of vehicles are driving on a particular roadway. The results of the study for the 24 hour period and school crossing hours are shown below.

Table 1: Classification Study – 24 hours

Vehicle Type	Count	Percentage
Bicycles	5	0.1%
Motorcycles	64	1.0%
Passenger Cars	4,045	66.7%
Buses	53	1.0%
Pickup Trucks	1,368	22.5%
Single Unit Trucks/	261	4.3%
Tractor Trailers	26	0.4%
Other (could not be identified by counting unit)	244	4.0%
Total	6,066	

Table 2: Classification Study – School Crossing Hours (AM and PM)

Vehicle Type	Count	Percentage
Bicycles	3	0.3%
Motorcycles	19	2.0%
Passenger Cars	592	64.5%
Buses	18	2.0%
Pickup Trucks	181	19.6%
Single Unit Trucks	50	5.5%
Tractor Trailers	6	0.6%
Other (could not be identified by counting unit)	50	5.5%
Total	919	

Also in 2018, Transportation and Innovation Services staff responded to a request for a pedestrian crossover (PXO) at the intersection of Second Avenue and Concession Street. As per the provincial guidelines, a pedestrian crossover is warranted at a location where 100 or more equivalent adults are observed crossing over an eight hour period. Equivalent adults are calculated by multiplying the total number of children, seniors or persons with a disability by a factor of two and summing that total with the number of adults counted. The results of the PXO study showed that 118 pedestrians (66 children, 44 adults, 8 seniors) crossed in the eight hour period. When a crossing guard was present at the intersection total of 54 equivalent adults (20 children and 14 adults) crossed Second Avenue. Since the intersection is a controlled crossing when a crossing guard is present, the actual number of pedestrians crossing when the intersection is not controlled is reduced to 64. Therefore, a PXO was not warranted at the intersection. If the school crossing guard is removed, the Sudbury Student Services Consortium will be offering bussing options to the impacted students. Since it is unclear how many students would continue to walk to the school without a school crossing guard, staff would conduct another study in the spring of 2021 to determine if a PXO is warranted with the new conditions.